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ABSTRACT

Project EXCEL is a federally-funded workplace literacy program involving hotel enterprises in the San Francisco (California) Bay area. Its focus is on identification and instruction of literacy skills essential to job success for limited-English-proficient (LEP) workers. Training is intended to enable employees to understand written work orders, enhance communication with supervisors and co-workers, and encourage greater involvement through team building and critical thinking. This training module is designed for hotel housekeeping staff, and focuses on provision and improvement of customer service. The curriculum consists of five instructional units on these topics: the importance of service; polite versus direct speech; body language and nonverbal communication; cultural factors in appearance; and time factors in service. Each unit contains preparatory questions and exercises using listening, speaking, reading, and writing skills. The listening script and answer key are appended. (MSE) (Adjunct ERIC Clearinghouse on Literacy Education)

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ED 373 609

Holiday Inn at Fisherman's Wharf

Module 3

Housekeeping Department: Improving Customer Service

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Project EXCEL

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PROJECT EXCEL:

Workplace Communication Training for Hotel Workers

a project of Career Resources Development Center

WORKPLACE EDUCATION

Project EXCEL is a workplace education partnership with hotel enterprises in the San Francisco Bay Area. Its focus is on the identification and instruction of literacy skills essential to on-the-job success for limited-English-proficient (LEP) workers. Lessons are developed based on the specific needs at each hotel with emphasis on workplace communication and the American working culture.

PARTNERSHIP

Educational Provider: CRDC

Funded by the U.S. Department of Education, Project EXCEL is a training program administered by the Career Resources Development Center (CRDC) in partnership with hotels. As the designated partner, CRDC is the fiscal agent responsible for program compliance an[illegible]nding regulations as required by the federal government.

CRDC develops customized curricula for participating hotels, provides classroom instruction and coordinates the program.

CRDC is a non-profit, community-based employment training agency located in San Francisco and Oakland. Since 1966 CRDC has trained over 3,500 ethnic minority members and women and successfully placed them in jobs in the service industries and the clerical field. We have extended our services to train and educate hotel workers. The agency has been working with local business partners to implement successful workplace literacy strategies since 1991.

Hotel Partners

Business involvement is essential to the success of the training. Following are some examples of in-kind contributions which reflect commitment from hotel partners.

- Providing full or partial release time for workers to attend classes.
- Providing facilities for classroom instruction.
- Assisting in curriculum design through consultations with our instructors and curriculum writers.
- Recruiting interested workers for classroom training.

GOALS OF THE TRAINING

The goals of the training are to enable workers togain and retain employment, increase their productivity on the job and advance in their careers.

These goals will be accomplished by raising the literacy and basic skills level of the workforce. The results are worth the effort. The program

enables employees to understand written work orders so they may perform tasks independently,
enhances employees' ability to comprehend and communicate with supervisors and co-workers, and
encourages greater worker involvement through team building and critical thinking activities.

PROGRAM DESIGN

Training modules last 8 to 10 weeks, with a recommended 3 hours of training a week. Each training module will be customized according to the needs of the particular department. Participating departments include Housekeeping, Laundry, Stewarding, Food and Beverage, and others to be determined by the specific needs of hotel partners. Training modules may also include more general topics such as Health and Safety, English for Customer Service, Career Advancement and Work Ethics.

SETTING UP WORKPLACE TRAINING AT YOUR HOTEL

Below is a 5-step summary of the implementation of Project EXCEL:

❶ Identify needs at the workplace *(1 week)*

Our experienced staff and curriculum developers conduct interviews with:

Managers
Supervisors
Workers
Union Representatives

to identify those areas where your employees would most benefit from instruction and training.

❷ Analyze job tasks and communication skills
(1 week)

Curriculum developers and instruc tors observe and participate in actual tasks at the worksite to get an insiders view of the demands of the job.

Our staff also gathers written material used at the workplace in order to specialize the course design for your unique company procedures.

❸ Design a curriculum specific to the workplace
(1-2 weeks)

After conducting the extensive task analyses, curriculum developers examine the results. Based on their findings, they design and develop material for the course. Your employees will have textbooks and workbooks developed especially for them, using your hotel's policies and the needs identified by your own staff as a basis for instruction.

❹ Set up training room
(1 day)

With your help, EXCEL instructors will find and arrange for a training facility easily accessible to students.

❺ Conduct classes
(8-10 weeks)

EXCEL instructors will come to your hotel 2-3 days a week to equip your employees with the English they need to successfully communicate at their workplace.

TO SIGN UP

We would be pleased to talk more with you about our program and to set up workplace literacy training at your work site. Please call , Project EXCEL's Program Coordinator, at 415/775-8880, extension 22

" As a leader in the hospitality industry, ITT Sheraton has stressed the fact that quality service rests on a foundation of effective communication. Improved English proficiency allows the systematic delivery of the type of service designed to meet guests' needs and exceed their expectation. In the process the hotel has experienced the additional benefits of creating an environment where safety procedures are better understood, teamwork has improved and workers feel themselves to be secure, accepted, important members of the team."

Tom Passantino
Director of Training
Sheraton Palace Hotel, San Francisco

" For years I've been whooping and hollering that a small business can train people in job skills, but we can't go back and give them a high school education. This program is great, because the only thing that will work is training in the workplace. "

Gwen Kaplan
President
Ace Mailing Inc., San Francisco

" The program has been a great help in improving communication between English-speaking managers and Hispanic employees.

Clear, precise communication is so important... There are so many things going on at once, so many jobs that are intertwined. Employers need to come up with ways to make sure everyone understands what is happening, whether the employees speak Spanish, Chinese or any other language."

Barbara Radcliffe
Human Resources Director
Just Desserts Inc., San Francisco

" All over The City, hotel employees are polishing up their English -- at work -- in language classes specifically geared to their work-a-day needs. The program, created by the Career Resources Development Center, has won kudos from hotel executives, union officials and employees -- Japanese chefs, Chinese maids and Hispanic laundry workers."

San Francisco Examiner
Business Section, November 13, 1992

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UNIT 1: THE IMPORTANCE OF SERVICE

VOCABULARY:
friendly ≠ unfriendly to feel to show
polite ≠ impolite courteous ≠ rude

GETTING READY

1. Are you a friendly person at work?
2. How do you show people that you <u>are</u> friendly?
3. Is it important to be friendly at work? Explain.
4. How do you feel when people are not friendly to you?
5. Why do guests like friendly hotel employees?

LISTENING

Listen carefully to the following video tape on **Service Improvement.**

SPEAKING

Now, answer the questions below about the video tape.

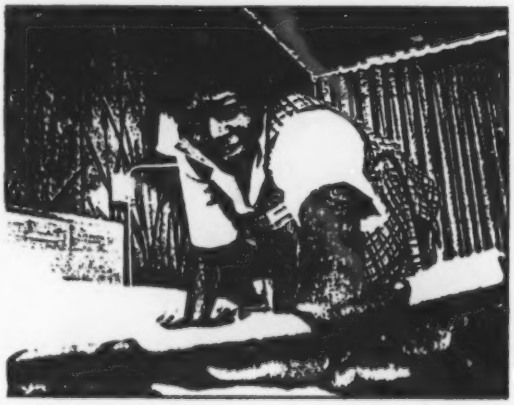
1. Are the hotel employees polite or rude?
2. Is the room a very good room? Explain.
3. Does the guest get everything he wants? Why or why not?
4. Are things and people ready when he needs them?
5. Are the hotel employees helpful? Do they have solutions?
6. Does the guest like this hotel?
7. What will he tell his friends about the hotel?
8. Will he come back?
9. Will this hotel go out of business?

2

SPEAKING

Think that you are a guest at the hotel.
Look at the pictures below. Then, answer the questions.

1)



2)

3)

1. Are these room attendants friendly?

2. If you have a question or request, do you feel comfortable speaking with them?

3. Do you think they are good workers? Why or why not?

4. If all the employees at the hotel are like these maids, will you come back a second time?

5. What is the most important thing the maids are doing in the pictures?

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LISTENING/SPEAKING

Listen to the following information about **HOLIDAY INN** hotels.
Circle if the information is **TRUE (T)** or **FALSE (F)**.
Then, explain your answers.

EXAMPLE: (Tape says, "Holiday Inn is a hospital."
You circle, T (F))

1. T F
2. T F
3. T F
4. T F
5. T F
6. T F
7. T F
8. T F
9. T F
10. T F

These guests got a refund.

4

READING/SPEAKING

HOLIDAY INN hotels like to give the best service. The hotel where you work gives the guests many services that are special. When the guests use and like these services, they come back a second time and many more times. When the guests come back, this is called "**repeat business**". Repeat business is very good for the hotel and for your job.

Now, read the following sentences aand circle TRUE (T) or FALSE (F). Then, explain your answer.

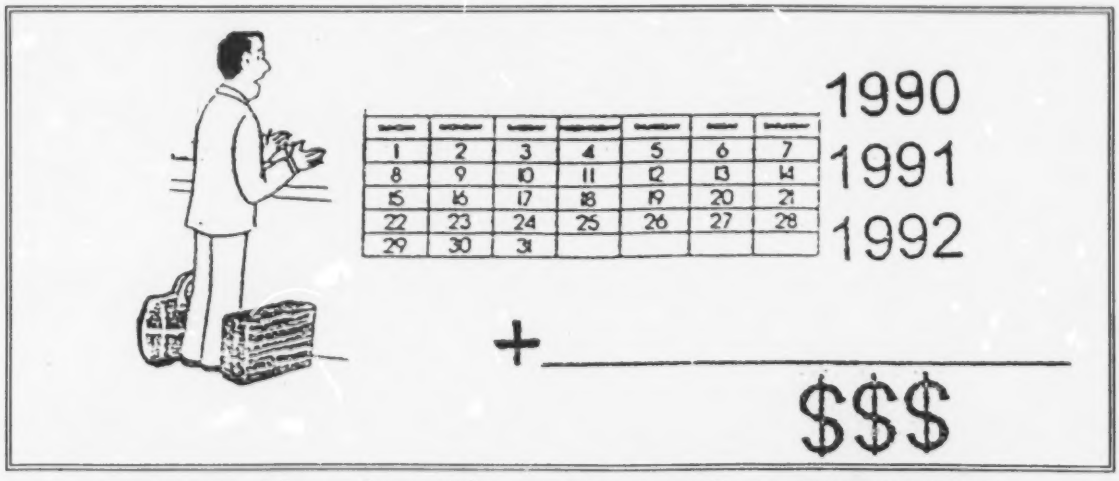
1. Good service is not important to your hotel. T (F)

2. **HOLIDAY INN** has no special services for the guests. T F

3. After they use the special services, guests don't want to come back. T F

4. Repeat business is good for the hotel. T F

5. Repeat business is good for you and your job. T F



How many times has this guest stayed at **HOLIDAY INN**?

LISTENING

Listen to the tape and choose the right answer by circling A, B, or C.

EXAMPLE: (Tape says, "In class you are learning ...

You circle, A. French B. Spanish (C.) English)

1.

a. amenities

b. wake-up calls

c. First Concern

2.

a. repeat business

b. Hospitality Promise

c. turn-down service

3.

a. amenities

b. First Concern

c. repeat business

4.

a. wake-up call

b. turn-down service

c. call-back

6

5.

a. Hospitality Promise
b. First Concern
c. call-back

6.

a. repeat business
b. amenities
c. concierge

7.

a. amenities
b. First Concern
c. turn-down service

8.

a. Hospitality Promise
b. concierge
c. First Concern

MATCHING

HOLIDAY INN has many important ideas, services, and programs for better customer service. Some are in **COLUMN A**.
Match them with their definitions in **COLUMN B**.

COLUMN A		**COLUMN B**	
1.	amenities G	A.	promise that problems will be fixed or guest gets a refund
2.	call-backs _____	B.	a service that wakes guests by calling them on the telephone
3.	concierge _____	C.	how many guests come back a second time or more
4.	wake-up call _____	D.	maid pulls back bedspread and sheet at night and leaves candy
5.	**First Concern** _____	E.	calling guests in room to ask "Everything OK?" "Do you need anything?"
6.	**Hospitality Promise** _____	F.	hotel employee who does special services for guests: transportation, directions, tickets.
7.	repeat business _____	G.	shampoo, hand lotion, sewing kit, free newspaper, free coffee
8.	turn-down service _____	H.	hotel program to teach better service to employees

8

READING/WRITING

Complete the sentences with the words in the box.

amenities	**call back**	**concierge**
First Concern	**wake-up call**	**repeat business**
turn-down service	**Hospitality Promise**	

1. Many people go back to **HOLIDAY INN**; the hotel has much repeat business.
2. I have to get up early tomorrow; I need a _____ _____ at 5:00 a.m.
3. When I don't know the directions to Chinatown, I ask the _____."
4. If the hotel fixes a problem but the guest is not happy, the hotel gives the guest a refund; that is the hotel's _____ _____.
5. The night maids do the _____ _____ in the guest rooms.
6. The room attendant forgot to put the _____ in the bathroom; now the guest is upset.
7. The Front Desk called me to ask if everything is OK with my room; I got a _____ _____.
8. I learned a lot about good customer service from the classes at _____ _____.

SPEAKING

Discuss the following questions with a partner.
Then, tell the class what you and your partner decided.

1. Are **turn-down service** and **amenities** important to the guest?

2. Is **repeat business** necessary for the hotel?

3. Is it a good idea to give **refunds** to the guests?

4. Are **wake-up calls** necessary?
   Should guests bring an alarm-clock to the hotel?

5. Is the **concierge** an important person at the hotel?

6. Are **call-backs** a stupid idea?

7. Is it necessary to teach workers about good service?

8. Review your answer to question # 7. Then, look at the picture below and tell what the worker should do next for good customer service.

UNIT 2: LISTEN UP!

GETTING READY

Read the following sentences and circle TRUE or FALSE according to what you already know about **HOLIDAY INN.**
For any FALSE answer, please give the right information.

1. **HOLIDAY INN** can help guests with babysitting. T F

2. For information on bills, check-cashing, and credit, the guest should dial 0. T F

3. The Housekeeping Department helps guests with check-out times after 12:00 p.m. T F

4. For dentist or doctor information, guest should dial 0.
T F

5. The Front Desk numbers are: 706 for the Columbus Building and 703 for the Beach Building. T F

6. There are ice machines near the elevators on every floor. T F

7. Laundromats are available 24 hours a day, everyday. T F

8. Laundromats are available on 2nd floor Beach Bldg. and 5th floor Columbus Bldg. T F

9. For messages and mail, dial 0. T F

10. For Lost and Found, dial 0. T F

11. Safe-deposit boxes are available in the Housekeeping Department. T F

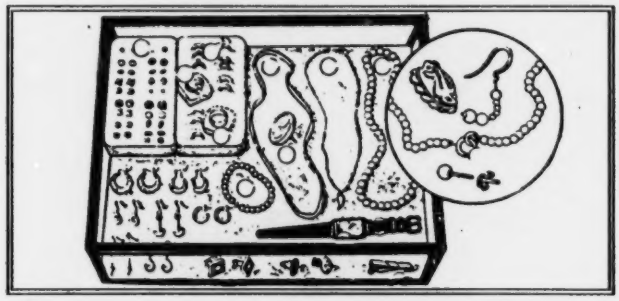
12. Swimming pool hours are 7:00 a.m. to midnight. T F

13. The swimming pool is located on the 1st floor, Beach Bldg. T F

LISTENING/SPEAKING

Listen to the following taped dialogues.
Finally, listen to the sentences about the dialogues and circle **Yes (Y)** or **No (N)**
Then, explain your answers.

DIALOGUE 1:



1. Y N
2. Y N
3. Y N
4. Y N
5. Y N

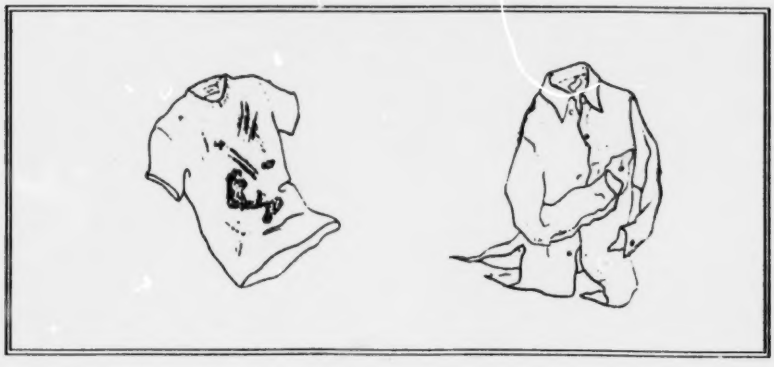
DIALOGUE 2:

1. Y N
2. Y N
3. Y N
4. Y N
5. Y N
6. Y N

DIALOGUE 3:

1. Y N
2. Y N
3. Y N
4. Y N
5. Y N

DIALOGUE 4:



1. Y N
2. Y N
3. Y N
4. Y N
5. Y N

DIALOGUE 5:

1. Y N
2. Y N
3. Y N
4. Y N
5. Y N

DIALOGUE 6

1. Y N
2. Y N
3. Y N
4. Y N
5. Y N

WRITING

Listen to the dialogues one more time. Then, work with a partner and write three things why the room attendant is polite or rude. Follow the example.

EXAMPLE: DIALOGUE # 1

The room attendant is polite **because**

1. she gives a suggestion.
2. she gives information.
3. she offers extra help.

DIALOGUE # 2

The room attendant is _____ because

1. _____
2. _____
3. _____

DIALOGUE # 3

The room attendant is _____ because

1. _____
2. _____
3. _____

DIALOGUE # 4

The room attendant is _____ because

1. _____
2. _____
3. _____

DIALOGUE # 5

The room attendant is _____ because

1. _____

2. _____

3. _____

DIALOGUE # 6

The room attendant is _____ because

1. _____

2. _____

3. _____

READING

There are different ways to say the same thing in English.
Some ways are direct and other ways are more polite.

Read the sentences and questions below.
What are some changes between direct and polite ways of speaking?

Direct: You can ask the concierge.
Polite: You could ask the concierge.

Direct: Will you bring me more ice?
Polite: Would you bring me more ice?

Direct: I want a safe-deposit box.
Polite: I would like a safe-deposit box.

LISTENING/SPEAKING

Listen to the following tape. Each sentence will have one of the two words below. Circle the word that you hear.
Then, circle **(D)** for **DIRECT** or **(P)** for **POLITE** for each word that you hear.

1.	can	could	D	P
2.	can't	could not	D	P
3.	will	would	D	P
4.	wants	would like	D	P
5.	can	could	D	P
6.	want	would like	D	P
7.	can	could	D	P
8.	want	would like	D	P
9.	can	could	D	P
10.	want	would like	D	P
11.	can	could	D	P
12.	want	would like	D	P
13.	can	could	D	P
14.	can	could	D	P
15.	want	would like	D	P

WRITING

DIRECT	POLITE
Can------	---Could
* Will-----	---Would
Want-----	---Would like

* Only in a question that is a request.

Now complete the sentences below by writing one of the words from the box above.

1. **(Polite)** You c_____ use the laundromats between 8:30 am and 10:00 pm.

2. **(Direct)** W_____ _____ you tell me the phone number for Lost and Found?

3. **(Polite)** I w_____ _____ to know where the swimming pool is.

4. **(Direct)** This gentleman w_ _____ a safe-deposit box.

5. **(Polite)** W_____ you like me to come back later?

6. **(Direct)** Housekeeping! C_____ I come in to clean the room?

READING

Now change the sentences that are <u>direct to polite</u> speech.

READING/SPEAKING

Work with a partner and practice the following dialogues.
When you don't understand something, ask your partner to repeat what they said.
Use one of the expressions in the box below.

USEFUL EXPRESSIONS:
I'm sorry. What did you say?
Excuse me. What was that?
I beg your pardon. Could you repeat that?
I'm sorry. I didn't catch that.

HG = HOTEL GUEST **RA = ROOM ATTENDANT**

1)

HG: Does the hotel have **(mumble, mumble)**?

RA: _____?

HG: Does the hotel have babysitting.

RA: Babysitting ...? Ah, yes, just dial 0.

2)

HG: Oh, maid! Can you do my **(mumble, mumble)**?

RA: _____?

HG: Can you do my laundry?

RA: Your laundry? No, sir, but
there are laundromats in the hotel.

3)

HG: (Too fast.) Excuse-me-maid-but-could-I-use-your-key?

RA: _____?

HG: Could I use your key? I'm locked out.

RA: Use my key? You can't, miss.
Please see the Front Desk.

4)

RA: (knock, knock) Housekeeping!

HG: **(Spanish, Spanish, Spanish)**

RA: _____?
I don't understand Spanish.

HG: How do you say ... ah, yes, "Come back later, please"!

RA: Alright, Mr. Gomez. When should I come back?

5)

HG: Excuse me, **(mumble, mumble, mumble)**.

RA: _____?

HG: Where can I use a safe-deposit box?

RA: A safe deposit box?
Please see the Front Desk, ma'am.

LISTENING/SPEAKING

Work with a partner in saying and completing the following dialogues. One of you will play the **ROOM ATTENDANT'S (RA)** part, the other will be the **HOTEL GUEST (HG)**.

FOLD THE PAGE IN HALF ALONG THE VERTICAL LINE.
DO NOT LET YOUR PARTNER SEE YOUR SIDE!

1)

HG	RA
Oh, maid! Where is the (mumble, mumble)?	_____?
_____?	I'm sorry. What did you say?
Lost and Found, where is it?	_____?
_____.	Lost and Found? Please dial 706.
Thank you very much.	_____.
_____.	You're welcome, sir, anytime.

2)

Who is it?	_____?
_____.	Housekeeping! Can I come in?
I'm (mumble, mumble).	_____.
_____.	Sorry, I didn't catch that.
I'm dressing. Could you come back later?	_____?
_____.	No problem. I'll come back later.

HG	RA
3)	
Pardon me, could you bring us some (mumble)?	
_____?	_____?
Ice. Can you bring us <u>ice</u>?	Excuse me, could you repeat that?
_____.	_____?
	Ice? I'm sorry, I can't. There are ice machines near the elevators.
Oh, I didn't know. Thanks.	_____.
_____?	Anything else, sir?
4)	
(Japanese, Japanese)	_____
_____	I beg your pardon. What was that? I don't speak Japanese.
I'm sorry! Does the hotel have babysitting?	_____?
_____	Babysitting? No, but they can help you. Just dial 0.

ROLE PLAY

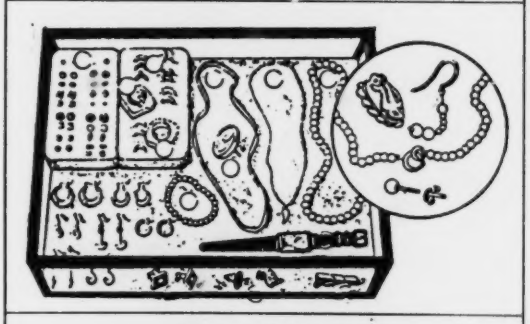
Work with a partner in practicing the following situations.
You don't understand the guest but you want to be polite and helpful.
Begin by looking at the pictures and then start a conversation.

REMEMBER:	1) BE CLEAR
	2) REPEAT
	3) SPEAK SLOWLY
	4) BE POLITE

1)

The guest **mumbles** very much.
He has a baby but wants to go to the movies.

2)



The guest has valuables.
He/she speaks **too fast.**

3)

You come in and the guest is still dressing.
The guest speaks in a language you don't understand.

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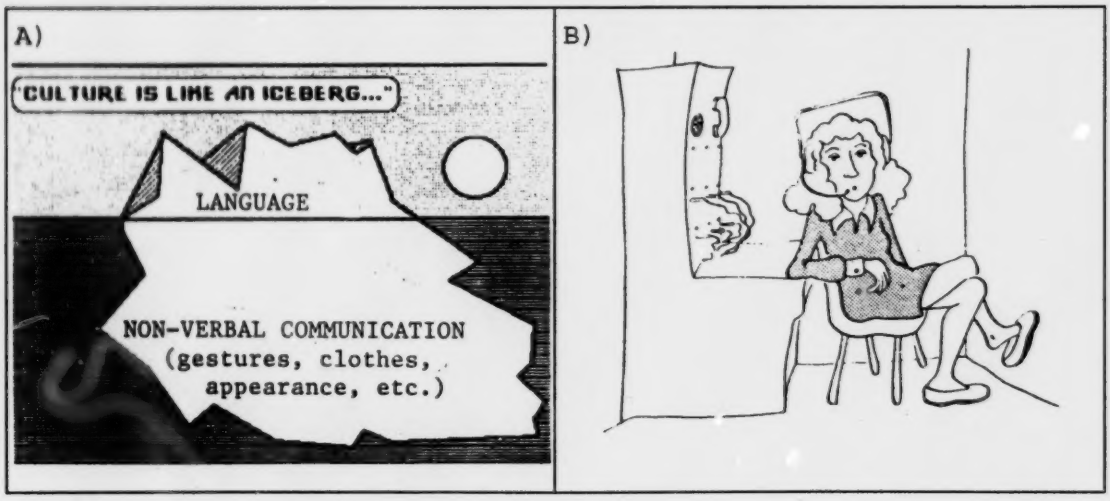
UNIT 3: SPEAKING WITHOUT WORDS

GETTING READY

VOCABULARY:

body language	**gesture**	**expression**
eye contact	**to stand**	**to slouch**
to seem (to look)		**appearance**

Look at the pictures below and answer the questions.



1- What is an **iceberg**?

2- Why is it dangerous?

3- How are people like icebergs?
Can you know people only by what they say?

4- What can you know about people by what they say?
And by the way they dress?

5- Think of the way people stand, use their hands, or move their eyes. Are these things important?

6- Is the telephone operator in picture B a good worker? How can you know? What does her "**body language**" say?

7- A hotel guest sees you in the hallway. What does the hotel guest think about **you** before you speak?

LISTENING/SPEAKING

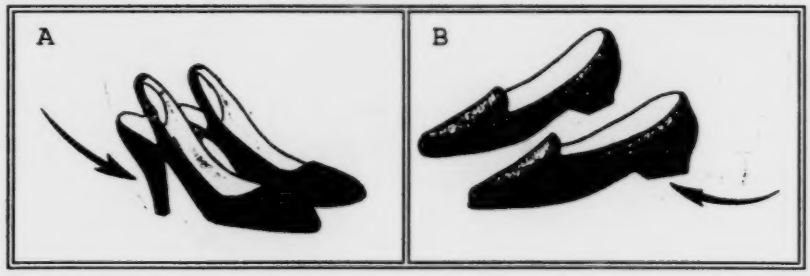
A hotel worker's **appearance** (the way he or she looks) is very important to the guests. Listen to the tape and circle **TRUE (T)** or **FALSE (F)** for each statement you hear. Then, explain your answers to the class.

EXAMPLE: Tape says, "The teacher wears a bathing suit to class."
You circle, T (F)

1. T F

2. T F

3. T F



4. T F

5. T F

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26

6. T F

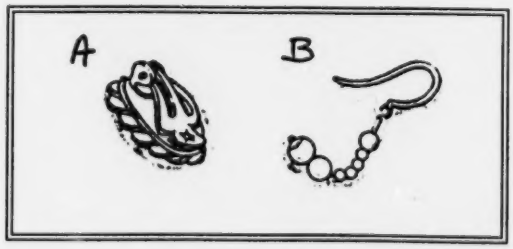
7. T F

8. T F

9. T F

10. T F

11. T F



12. T F

13. T F

14. T F

15. T F

16. T F

READING

Gestures are the way people use their hands and body in general. At work, **gestures** are as important as clothing. Employees from other countries should know some common **gestures** used in America. If workers understand American **gestures**, they can understand and serve the guests better.

Now look at the gestures below and circle the letter that shows what they mean.

1.

a. Good luck! b. Stop! Don't come here! c. Very good!

2.

a. Very good! b. Good luck! c. Stop! Don't come here!

3.

a. Very good! b. Stop! Don't come here! c. Good luck!

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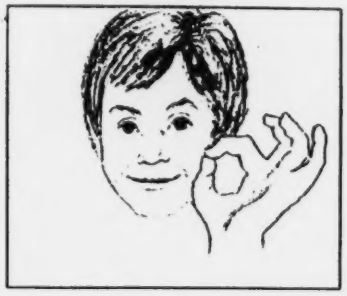
4.

a. OK! b. I don't know c. I'm very angry!

5.



a. OK! b. I don't know. c. I'm very angry!

6.

a. I am very angry! b. OK c. I don't know.

7.

a. Come here! b. I'm very angry! c. OK!

8.

a. Very bad ... b. Crazy! c. I don't know.

9.

a. Very bad ... b. I don't know. c. Crazy!

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SPEAKING

Sometimes gestures are hard to understand. Study the picture below. How many things is the man trying to say to you?

WRITING

Now look at your teacher and write what his/her gestures mean.

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____

Now show the class some gestures from your country and explain what the gestures mean.

LISTENING/SPEAKING

VOCABULARY:	
to yawn	**to pick**
to sneeze	**to burp**

Many times workers from other countries don't want to be rude. But, they **seem** impolite to Americans. Sometimes these workers do things that in their countries are not rude but in America are impolite. A hotel worker must never be impolite to guests!

Listen to the tape and circle **P (polite)** or **R (rude)** according to what you already know about the United States.
Explain your answers.

1. P R

2. P R

3. P R

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4. P R

5. P R

WRITING

What do they think in your country of the following actions?
In the spaces write "polite" or "rude" and explain your answers.

Think that you are a guest at a hotel in your country.
The room attendant is talking to you and he or she ...

1. is always **yawning** _____

2. picks his/her **nose** _____

3. begins to **sneeze** _____

4. talks with his/her **mouth full** _____

5. **burps** in your face _____

SPEAKING

Now choose a partner and ask each other for three gestures or actions that are rude in your countries but that you see Americans do all the time. Then, write them down and tell them to the class.

1. _____

2. _____

3. _____

SPEAKING

Check (✓) which **rules of politeness** you should follow when you live and work in America and you serve American guests at your hotel? Explain your answer.

A. my country's rules of politeness _____

B. American rules of politeness _____

UNIT 4: THE BODY AND CULTURE

GETTING READY

1. Do you use your hands when you talk?
2. Do you tell your children "Don't slouch!"?
3. Do you like people to "look you in the eye" when you speak to them?

READING/SPEAKING

Clothes and gestures tell people how you feel about them. The way you **stand** is also important. Choose a partner and look at the pictures below and answer the questions, then report to the class.

A)

B)

1- In **picture A**, is the hotel worker slouching?

2- Does she look like a good employee? Why?

3- How are the two people standing in **picture B**?

4- Do they like talking to each other?

5- How should you stand when you talk to a guest? Why?

LISTENING/SPEAKING

Sometimes gestures mean different things in different countries. In the two pictures below the man in **picture A** and the boy in **picture B** have their **arms crossed**.

Study the pictures and listen to the tape.
Then, circle **TRUE (T)** or **FALSE (F)** and explain your answer.

A)

B)

1- T F

2- T F

3- T F

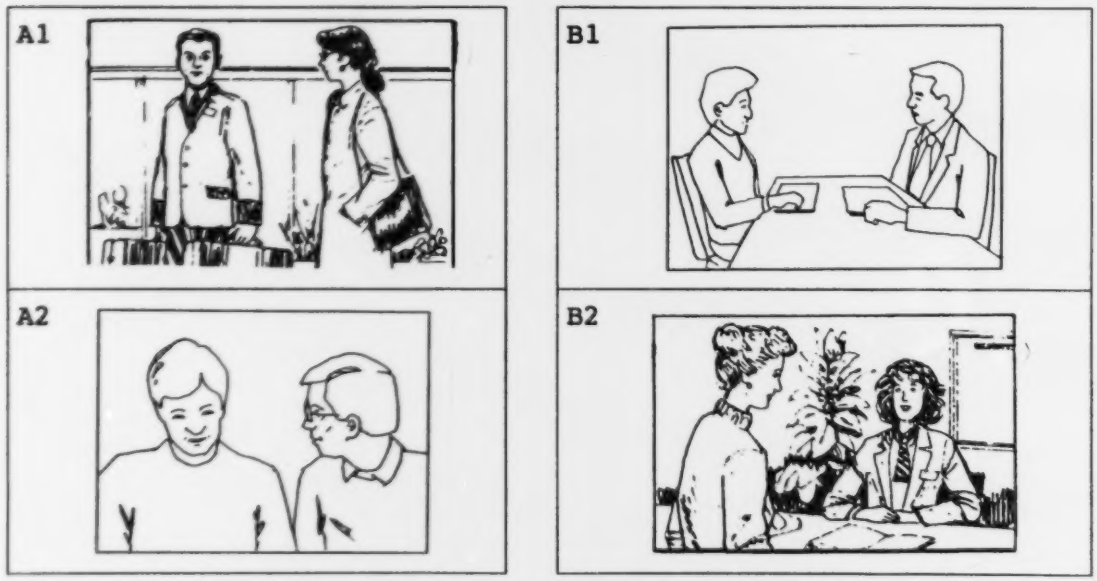
4- T F

5- T F

6- T F

SPEAKING

In many countries people think that **the eyes** are very important when you want to know other people. "**The eyes are a mirror**," they say. Look at the pictures below and tell what is different in **pictures A1** and **A2** from **pictures B1** and **B2**.



READING

Work with a partner. One person will read the sentence and the other will choose the answer. Then, switch. Finally, explain your answers to the class.

1- At work, "**eye contact**" (looking at people in the eye) is ...

a. important.
b. not important.
c. nice.

2- Americans look ...

a. down when they speak.
b. into people's eyes.
c. over people's heads.

3- When people don't talk to them "eye to eye",

a. Americans don't like it.
b. Americans like it.
c. Americans think it's polite.

4- A worker should look at the guest "eye to eye" ...

a. at no time.
b. sometimes.
c. always.

5- Americans think that people who look at them "eye to eye"

a. are rude.
b. are honest.
c. are not American.

6- Room attendants should always look

a. honest to the guest.
b. friendly to the guest.
c. honest and friendly to the guest.

7- You should make "eye contact" with guests

a. in the first 5 minutes
b. in the first minute
c. in the first 30 seconds

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WRITING

Look at the picture below and find **three** things the waitress is doing right.
Then, work with a partner and write them in the spaces below.

1-_____

2-_____

3-_____

Do **you** do all these things when you speak with a hotel guest?

SPEAKING

In some countries people "**talk with their hands**" very much. But in other countries people don't use their hands to talk. America is in the middle: Americans sometimes use their hands but not as much as other people.

Look at the hands of the people in the pictures below. Then, **guess** what is happening in each picture. Explain your guess.

A

B

C

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READING/SPEAKING

Choose a partner and interview each other using the questions below. Then, report to the class what your partner said.

1) Do people from your country use their hands when they talk?

2) Do **you** use your hands when you speak your language?

3) Do **you** use your hands when you speak English?

4) Can you **explain** things better in English when you use your hands?

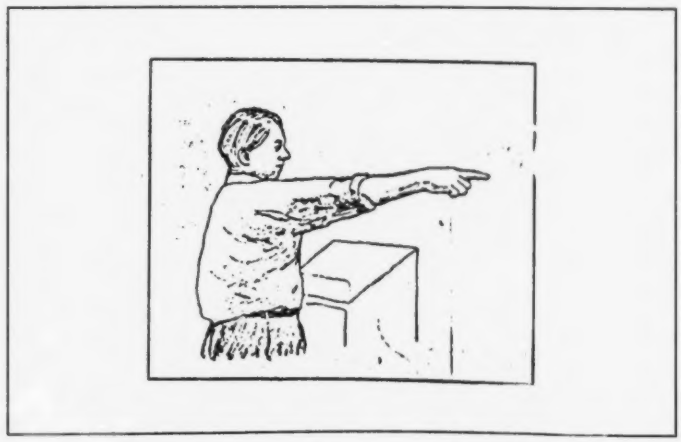
5) Does it **bother** you or **make you nervous** when a guest uses his hands a lot to talk with you?

6) Do you understand **why** some guests use their hands?

SPEAKING

In America people also say "**It's not polite to point!**" But many times people do point because it's necessary. During those times, it is not rude to point. Look at the picture below and carefully study how people point in America. Then, show the teacher and your class how people point in your country.

How people point in the United States.



Now look at the pictures below. Explain why each person is pointing. Circle if in each picture it's **POLITE (P)** or **RUDE (R)**.

1

P R

2

P R

3

P R

4

P R

5

P R

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SPEAKING

1- Is it rude in your country to point?

2- Are you angry when people point at you?

3- Do you understand why they do it?

4- When it is a good idea to point when you talk to a guest or another worker?

5- A guest asks you for directions. What is **more polite**: to point or to go and show them?

READING/SPEAKING

Sometimes hand gestures mean different things. If you point with your **index finger** (short finger next to the thumb), it means you want **to show** something to the guest. But if you point with your **whole hand** (open), it means **you invite** the guest to do something, for example, "Please go in! I'm happy you are here!"

Now look at the pictures below and tell what is happening in each picture. Then, tell what the guests think the hand gestures of the hotel workers mean.

A) Doorman

B) Bellperson

C) **Bellperson**

WRITING

Americans sometimes use their hands a lot. Some people (like people from Asia) think Americans are too "**touchy-feely**". Look at the pictures below and write **why** you think each person is touching the other. Then, answer the questions below.

A)

B)

C)

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Picture A:_____

Picture B:_____

Picture C:_____

SPEAKING

Explain to the class your ideas on pictures A, B, and C. Then, answer the questions below.

1- Do Americans touch each other more than people from your country?

2- How do you feel when a guest puts his/her hand on your shoulder, holds your hand(s) or pats you on the back?

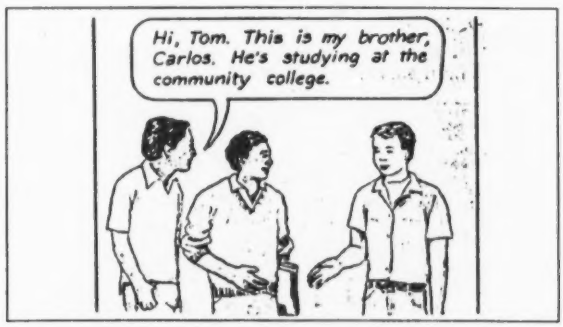
3- Do you understand why the guests do it?

4- What type of touching is **not OK** from a guest or another worker?

5- What should you do if somebody touches you in the wrong way?

READING/SPEAKING

One type of touching that is very important to Americans, is very common, and is OK is "**shaking hands**". In business, to Americans "shaking hands" is as important as looking somebody "in the eye". When you shake hands it means, "**I'm honest, you're honest, and we can do business**."



SPEAKING

When you shake hands with a guest or another worker, always remember:

1- always shake hands when you **first** meet somebody;

2- put your hand out **before** the other person--this is polite;

3- give a **strong** handshake; a weak handshake means "**I don't really like you very much but I have to do this**";

4- shake the other person's hand **two times** but don't pull away if they shake your hand more than two times;

5- **smile** all the time that you are shaking hands;

6- **do not bow**; in America this is not right.

And what is polite to **say** when you meet someone?
Look at the sentences in the box to know **what you should say** when you shake somebody's hand.

USEFUL EXPRESSIONS:

A: Hello! My name is _____.

B1: Nice to meet you.
or
B2: A pleasure to meet you.
or
B3: How do you do?

ROLE PLAY

Now look at the pictures below and make up **an introduction** between the two people. They are all meeting for the first time. Remember both language **and** non-verbal communication.

A)

B)

C)

UNIT 5: TIME IS MONEY

GETTING READY

VOCABULARY:

to wait to stay
to wait in line
to feel a saying

Look at the pictures below and answer the questions.

1) Do you wait for the bus when you come to work?

2) In which places do people **wait in line**?

3) Do you like to wait for something or someone?

4) What do hotel guests have to wait for?

5) How do they feel when they have to wait for a long time?

6) Mr. Xu had to wait for <u>everything</u> at Hotel Tardy.
Will he stay at the same hotel next time?

7) Review your answer to Question # 6.
Now explain the saying "Time is Money".

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READING/SPEAKING

How much do you know about the importance of **timely service**?. Choosing the right answer for the following questions. Follow the example.

EXAMPLE: English class is between ...

(A) 3 and 4 p.m.
B) 2 and 3 a.m.
C) 10 and 11 p.m.

1) Housekeeping (HK) should take rollaways and cribs to the guest rooms ...

A) within 15 minutes
B) within 20 minutes
C) within 25 minutes

2) From the time the guest asked for it, maid service should be given ...

A) within 15 minutes
B) within 30 minutes
C) within 45 minutes

3) If the guest asked for them in his reservation, cribs and rollaways should be put in the room ...

A) when the room assignments are made
B) when the reservation is made
C) when the guest gets to the hotel

4) Hotel employees should make eye contact with the guest and smile ...

A) within the first 5 seconds
B) within the first 10 seconds
C) within the first 15 seconds

5) Hotel employees should say "Thank you! Anything else I can do? Please come again!" ...

A) in the last 15 seconds of the conversation.
B) in the last 30 seconds of the conversation.
C) in the last minute of the conversation.

READING

Do you always know what to **say** or what to do for a guest? Sometimes RAs (room attendants) get confused when they have to say or do something **in a hurry**.
Do the matching exercise below and see how much you know about your work?

Match **COLUMN A** with **COLUMN B**.

COLUMN A	**COLUMN B**
1) Guest says, "Please I need you to do this" and it's a part of your job. _____	A) RA: "I'm working very fast, sir. Thank you for waiting."
2) Guest says, "I asked for this half an hour ago!" _____	B) RA: "I will take care of it."
3) An early check-in guest asks you repeatedly "Is my room ready yet?" _____	C) RA: "Thank you for waiting."
4) When a guest asks you for something that is part of your job _____	D) by doing right away something about his request.
5) When you can't do something for a guest ... _____	E) thank him for waiting but don't apologize
6) You can show a guest that his request is important _____	F) you should also think of anyhting else he will need.
7) When a guest has to wait for service _____	G) you should tell the guest right away who in the hotel can help him.

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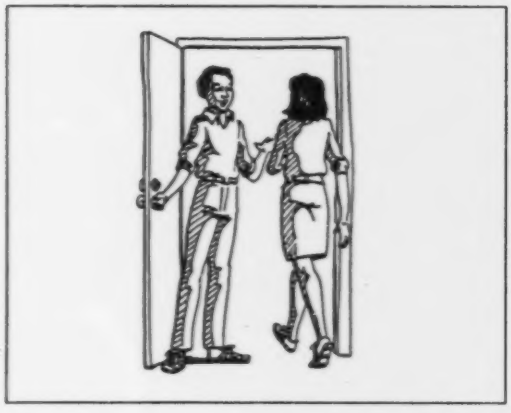
READING/WRITING

When should you say the following things to the guest?
How long should a guest have to wait for the following services?

Look at the pictures below and write your answers in the blanks.
Choose your answers from the choices in the box.

15 minutes	**15 seconds**
30 minutes	**30 seconds**

1)



Time:_____
(in the last ...)

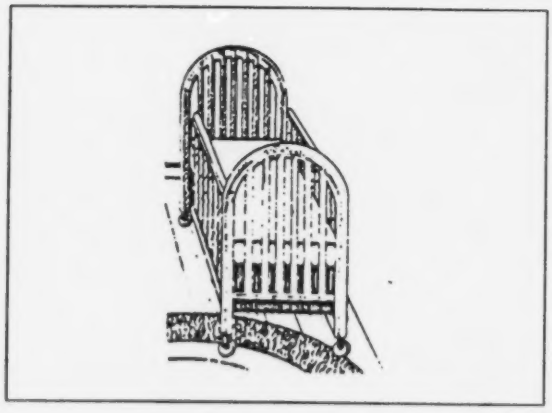
"Thank you! Anything else I can do for you? Come back again!"

2)

Time:_____
(within ...)

From the time the guest requests it, when should maid service be given?

3)



Time: _____
(within ...)

From the time the guests request them, rollaways and cribs should be delivered within ...

4)

Time: _____
(first)

Room attendants should make eye contact with a guest within ...

DIALOGUES

Practice the following dialogues with a partner.
Look only at your side of the page.

HOTEL GUEST	ROOM ATTENDANT
1) I have been waiting for half an hour! _____	_____ Thanks for waiting, Ma'am. Anything else I can get you?
2) Oh, maid! I need an ironing board. _____	_____ Right away, Miss Peterson! Anything else I can get you?
3) Excuse me, maid. I would like to order some sandwiches. _____	_____ Sorry, sir. Maids don't bring sandwiches. But Room Service can help you. Please dial 728.
4) Maid! Why isn't my room ready yet?! I have been waiting too long! _____	_____ I'm working very fast, Ma'am. Thank you for waiting.

5) Please, I need you to bring me four more glasses. _____	_____ I will take care of it right away, Mr. Smith.
6) (Guest) OK, Good bye. _____	_____ Thank you, ma'am. Anything else I can do for you? Come back again!

LISTENING

Watch the following video tape on customer service. Then listen to the tape and circle **Y (yes)** or **N (no)**.

1)	Y	N	5)	Y	N
2)	Y	N	6)	Y	N
3)	Y	N	7)	Y	N
4)	Y	N	8)	Y	N

READING/WRITING

Sometimes the RA cannot do what the guest wants. When that happens, RAs should give the guest **a solution** to his problem or **refer** the guest to another hotel employee.

The RA has to **think very fast**! Don't make the guest wait!

Look at the words in the box and read the sentences below. Then, write the correct answer in each line.

the Front Desk	**the Bell Desk**
the ice machines	**the laundry room**
Housekeeping	**Charley's Restaurant**
dial 0	

1) Guest needs to cash a check.

   You refer the guest to _____.

2) Guest wants some clothes dry-cleaned.

   You refer the guest to _____.

3) Guest cannot check out by 12 noon.

   You refer the guest to _____.

4) Guest needs a hair-dryer and an ironing board.
   You take the request or you refer the guest to

   _____.

5) The guest asks you for ice right away.

   You refer the guest to _____.

6) The guest needs his laundry done.

   You refer the guest to _____.

7) The guest does not want to leave valuables in his room.

You refer the guest to _____.

8) The guest needs a babysitter.

You tell the guest to _____.

READING/SPEAKING

How much more do you know about your hotel's services? Read the following sentences and circle **TRUE (T)** or **FALSE (F)**.

Then explain all **FALSE** answers.

1) The Front Desk gives the guests information about their accounts and their credit.
T F

2) Check-out (C/O) time is 1:00 p.m.
T F

3) Clothes for dry-cleaning have to be at the Bell Desk by 10:00 a.m.
T F

4) Monday through Saturday, guests can get clothes dry-cleaned on the same day.
T F

5) Clothes for dry-cleaning have to be put in a special bag with a special list.
T F

6) Ice machines are at the ends of each floor.
T F

7) Laundry rooms are on the second floor (Columbus Bldg.) and fifth floor (Beach Bldg.).
T F

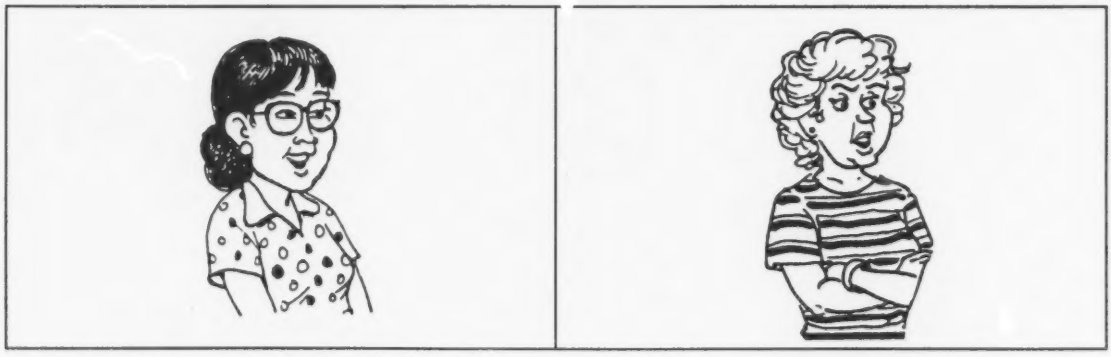
8) Laundry rooms are open 9:00 a.m. to 5:00 p.m. only.
T F

9) It costs $50 for each safe-deposit box a guest uses.
T F

10) The hotel gives the guest a refund for anything that is lost or stolen.
T F

ROLE PLAY

EXCELLENT ROOM ATTENDANT **IMPATIENT GUEST**



1) An early check-in guest has waited for the room for half an hour. The guest is now very angry and wants to know when the room will be ready.

2) It's the last 30 seconds of the RA's conversation with the guest. What should the RA say?

3) The guest requests more towels. She wants them right away.

4) The guest wants the RA to do his dry-cleaning by 3:00 pm today.

HOLIDAY INN AT FISHERMAN'S WHARF

Module 2

LISTENING SCRIPT AND ANSWER KEY

UNIT 1: THE IMPORTANCE OF SERVICE

LISTENING/SPEAKING -- p. 3

1. The guest is your biggest boss. (T)
2. No guests, no money, no work. (T)
3. Guests tell their friends about good or bad hotels. (T)
4. People listen to their friends about good or bad hotels. (T)
5. It is not important that a guest come back another time. (F)
6. Excellent service makes a hotel rich and famous. (T)
7. Guests' ideas are important to hotels. (T)
8. **HOLIDAY INN** gets more than 65,000 letters from guests; many are complaints. (T)
9. If everything is not right for a guest, **HOLIDAY INN** gives a refund to the guest. (T)
10. A friendly smile makes the guest feel at home. (T)

READING/SPEAKING -- p. 4

1. F
2. F
3. F
4. T
5. T

LISTENING -- p. 5

1. A service that wakes guests by calling them on the phone. (B)
2. The promise that any problem will be fixed or the guest gets a refund. (B)
3. The number of guests who come back a second or more times. (C)
4. When the room attendant pulls back the bedspread at night and leaves some candy for the guest. (B)
5. The Front Desk calls the guest in the room to ask if everything is OK or if they need anything. (C)
6. A hotel employee who does special services for the guests: gives information on directions, buses and taxis, tickets, etc. (C)
7. Special and free things in the guest's room: shampoo, hand lotion, coffee, newspaper, etc. (A)
8. Classes for the hotel workers about better customer service. (C)

MATCHING -- p. 7

1. G	5. H
2. E	6. A
3. F	7. C
4. B	8. D

READING/WRITING -- p. 8

1. repeat business
2. wake-up call
3. concierge
4. Hospitality Promise
5. turn-down service
6. amenities
7. call back
8. First Concern

UNIT 2: LISTEN UP!

GETTING READY -- p. 10

1. T
2. T
3. T
4. T
5. T
6. T
7. F
8. T
9. T
10. T
11. F
12. F
13. F

LISTENING/SPEAKING -- pp. 12-14

DIALOGUE 1:

Mrs. Rich: Oh, maid ... Can I leave my jewels in the room?
Room Att.: That may not be a good idea.
You may want to leave them at the Front Desk.
Mrs. Rich: And why is that?
Room Att.: They have safe-deposit boxes there.
Mrs. Rich: Thank you.
Room Att.: You're welcome. Anything else I can do for you?

1. Does the room attendant (RA) give suggestions? (Y)

2. Does the RA give good information? (Y)

3. Is the RA rude? (N)

4. Is the RA helpful? (Y)

5. Is this RA good? (Y)

DIALOGUE 2:

Mr. Little: Excuse me, miss.
Room Att.: Yes, Mr. Little.
Mr. Little: Does the hotel have a babysitting service?
Room Att.: I'm sorry. What did you say?
Mr. Little: Babysitting. Does the hotel have babysitting?
Room Att.: Oh, babysitting service. No, but the hotel can refer you to a service. Please dial 0.
Mr. Little: Thank you very much.
Room Att.: You're welcome, sir. Your baby is so cute!

1. Does the RA use the guest's name? (Y)

2. Is using the guest's name impolite? (N)

3. Does the RA ask the guest to repeat? (Y)

4. Does the RA repeat what the guest says? (Y)

5. Does the RA give suggestions or information? (Y)

6. Does the RA compliment the guest? (Y)

DIALOGUE 3:

Freddy Fisch: Hi there! Which way to the swimming pool?
Room Att.: I beg your pardon, I didn't catch that.
Freddy Fisch: The swimming pool. Where is it?
Room Att.: Oh, you're looking for <u>the pool</u>. It's between Buildings 1, 2, and 3, in the courtyard.
Freddy Fisch: Thanks ... how do I get there?
Room Att.: I'll show you. Please come with me.

1. Does the RA ask the guest to repeat? (Y)

2. Does the RA apologize for not understanding? (Y)

3. Does the RA repeat what the guest say? (Y)

4. Does the RA give information to the guest? (Y)

5. Does the RA <u>only tell</u> the guest where the pool is? (N)

6. Is the RA rude? (N)

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DIALOGUE 4:

Mr. Kleen: Excuse-me-miss-could-you-do-my-laundry?
Room Att.: I beg your pardon!
Could you repeat that more slowly?
Mr. Kleen: Yes, could you do my laundry?
Room Att.: You want me to do your laundry?
I'm sorry but room attendants don't do that.
Mr. Kleen: Oh, really?
Room Att.: There are no laundromats at the hotel
but talk to the Front Desk. They can help you.
Mr. Kleen: Thank you very much.
Room Att.: Anything else I can help you with?

1. Does the RA ask the guest to repeat? (Y)

2. Does the RA repeat what the guest says? (Y)

3. Does the RA apologize to the guest? (Y)

4. Does the RA give the guest information? (Y)

5. Does the RA want to help the guest? (Y)

DIALOGUE 5:

Room Att.: (Knock, knock) Housekeeping!
Mr. Sox: Just a minute, I'm ... Please don't come in!
I'm not dressed!
Room Att.: Yeah, well, hurry up.
I have a lot of rooms to clean.
Mr. Sox: Could you please come back later?
Room Att.: (mumble, mumble, mumble)
Mr. Sox: I'm sorry. What did you say?
Room Att.: Oh, OK. I'll have to come back later ...
Mr. Sox: I'm sorry. Bye!
Room Att.: (mumble, mumble, mumble)

1. Is the RA polite? (N)

2. Does the RA apologize? (N)

3. Does the RA speak clearly? (N)

4. Does the RA want to do her work? (N)

5. Is this RA good for the hotel's business? (N)

DIALOGUE 6:

Ms. Naruhito: Excuse, preese ...
Room Att.: Yes-what-can-I-do-for-you-on-this-fine-day-miss?
Ms. Naruhito: Ohhh! My Engriss ees too leetel. I don't you undelstand!
Room Att.: Well-maybe-English-classes-is what-you-need-now-what-can-I-do-for-you?
Ms. Naruhito: Slow, preese!! Flont Tesk, preese. Where is? I want will pay birr.
Room Att.: Well-that's-just-dandy-you-give-me-the-money-and-I-pay-the-hotel-no-just-joking-it's-down-the-hall-on-your-right-and-stay-with-us-next-time!
Ms. Naruhito: Ohhh!

1. Is the RA polite? (N)

2. Does the RA speak English well? (N)

3. Did the guest understand what the RA said? (N)

4. Did the RA invite the guest to come back? (Y)

5. Is the RA helpful? (N)

LISTENING -- p. 17

1. I <u>could</u> come back later. (P)

2. I <u>can't</u> understand what you said. (D)

3. <u>Would</u> you go to the Front Desk, please. (P)

4. This lady <u>would like</u> another room key. (P)

5. <u>Can</u> you come back later? (D)

6. We <u>want</u> a babysitter. (D)

7. <u>Could</u> you do my laundry? (P)

8. I <u>would like</u> the number for Lost and Found. (P)

9. I <u>can</u> show you where the ice machines are. (D)

10. Would you like to know the hours for the swimming pool? (P)

11. Can I get you anything else? (D)

12. Do you want a safe-deposit box? (D)

13. You could ask the Front Desk about laundromat service. (P)

14. You can call 306 for the Front Desk. (D)

15. I would like to clean this room now. (D)

WRITING -- p. 18

1. could
2. Would
3. would like
4. wants
5. Would
6. Can

UNIT 3: SPEAKING WITHOUT WORDS

LISTENING/SPEAKING -- pp. 25-26

1. Workers' clothes have to be clean, pressed, and neat all the time. (T)
2. Workers don't have to wear their uniforms all the time. (F)
3. Shoes of type A are OK for room attendants. (F)
4. Fingernails have to be clean and well cut. (T)
5. Socks and hosiery don't have to be worn all the time. (F)
6. It is not important if women use long or short skirts. (F)
7. Employees cannot use any perfume or aftershave. (F)
8. Any jewelry can be used at work. (F)
9. Men can use earrings. (F)
10. Employees can use more than one earring in one ear. (F)
11. Dangling earrings (like in Picture B) cannot be used. (T)
12. The hairstyle of the man in the picture is OK for work. (T)
13. His mustache is OK for work. (T)
14. His sideburns are OK for work. (T)
15. His beard is OK for work. (T)
16. Women can use any make-up they want. (F)

READING -- p. 27-29

1. C
2. B
3. B
4. B
5. A
6. A
7. A
8. A
9. C

WRITING -- p. 30

1. good luck
2. very good
3. stop
4. I don't know
5. I'm very angry
6. OK
7. come here
8. very bad
9. crazy

LISTENING/SPEAKING -- p. 31

1. R
2. R
3. R
4. R
5. R

UNIT 4: THE BODY AND CULTURE

LISTENING/SPEAKING -- p. 35

1. The man and the boy look fiendly. (F)
2. They look interested in talking to you. (F)
3. You cross your arms when you talk to a guest. (T or F)
4. You should cross your arms when you talk to a guest. (F)
5. Your arms should be on your sides when you speak to a guest. (T)
6. Your hands should be in your pockets when talking to a guest. (F)

READING -- pp. 36-37

1. A
2. B
3. A
4. C
5. B
6. A
7. C

POINTING EXERCISE -- p. 41

1. P
2. P
3. P
4. P
5. P

UNIT 5: TIME IS MONEY

READING/SPEAKING -- p. 48

1. A
2. B
3. A
4. C
5. B

READING -- p. 49

1. B
2. C
3. A
4. F
5. G
6. D
7. E

READING/WRITING -- pp. 50-51

1. 30 seconds
2. 30 minutes
3. 15 minutes
4. 15 seconds

LISTENING -- p. 53

1. The guest had to wait at the Front Desk. (T)
2. The hotel workers were ready to help the guest. (F)
3. The guest got everything he wanted right away. (F)
4. The guest room was ready for the guest. (F)
5. The guest had to ask for another cup of coffee. (T)
6. The Front Desk employee remembered the guest's name right away. (F)
7. The hotel workers always gave a solution to the guest's problems.) (F)
8. The guest will like coming back to this hotel. (F)

READING/WRITING -- pp. 54-55

1. the Front Desk
2. the Bell Desk
3. the Front Desk or Housekeeping
4. Housekeeping
5. the ice machines
6. the laundry room
7. the Front Desk
8. dial 0

READING/SPEAKING -- pp. 55-56

1. T	6. T
2. T	7. T
3. T	8. F
4. F	9. F
5. T	10. F